



Job Description

Position: Food and Beverage Server	Created: Mar 2021
Reports To: Director Food & Beverage, Dining Room Manager, Catering & Events Manager	Last update: Jan. 11, 2023

Position Summary

The Food & Beverage Server will work closely with the Director of Food & Beverage, Dining Room Manager, Catering & Event Manager and Food & Beverage Supervisors, depending on the area assigned each shift. The Food & Beverage Server will provide a high-quality food and beverage experience to the members and guests of the Cataraqui Golf & Country Club Ltd. This position involves active participation in food & beverage service during events and dining, ensuring member/guest satisfaction.

The Cataraqui Golf & Country Club is committed to a safe, productive, and healthy working environment for its employees therefore the Food & Beverage Server is expected to know follow all Health & Safety policies and procedures.

Key Responsibilities:

- Receive all members/guests with a friendly, professional manner, ensuring that everyone receives prompt and personalized service
- Create a positive member/guest and fellow staff experience through friendly and professional interactions
- Present menus, specials and options to member/guests, answer questions about menu items, make recommendations upon request and offer assistance before leaving the table
- Provide timely and efficient service with follow up
- Monitor and observe member/guests dining experience
- Ensure that everyone is satisfied with their food/beverage and service. Check with each member/guest to ensure that they are satisfied and inform you manager or supervisor if any issues occur
- Check and print final bill (chit), ensuring that it is signed
- Be knowledgeable of all food and beverage items offered, to ensure accuracy when presenting food
- Practice a high level of floor awareness and clean/clear as required
- Assist with opening/closing duties, set ups and breakdowns
- Answer member telephone calls and provide information, take reservations
- Complete end of shift requirements relative to the chits, gratuities and processes
- Other duties as assigned and required
- Support a safe working environment, ensuring you are aware and work in compliance with all applicable health and safety regulations and Club policies



Work Environment/Physical Effort

- Service oriented environment, always actively looking for ways to assist members/guests
- Ability to lift to 30 lbs.
- Standing and walking for extended periods of time
- Ability to carry heavy trays and food items in a competent way
- Ability to be active for a full shift

Work Hours

- Varies according to the Club's needs and can include occasional overtime, evenings, weekends, and holidays to accommodate the food requirements of the Club

Education /Work Experience

- Previous work experience in the food service industry is an asset
- Smart Serve certification

Skills & Knowledge

- Customer service oriented
- Strong work ethic and positive team attitude
- Good problem-solving and communication skills
- Time management and multi-tasking skills
- Team player who is dedicated and organized
- Ability to interpret and implement company policies and procedures
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment, interacting with people in a friendly and professional manner

Sign Off

I have reviewed this Job Description, understand it, and agree that it is an accurate summary of my duties. I also acknowledge that I was given the opportunity to have any questions regarding my description clarified.

Food and Beverage Server

Date

Director of Food & Beverage

Date